



CHILD CARE
LICENSING BUREAU



Log a Complaint in the Public Portal

JOB AID



Log a Complaint in the Public Portal



Purpose

This job aid covers how to log a complaint for a licensed facility as well as an unlicensed facility in the Public Portal.



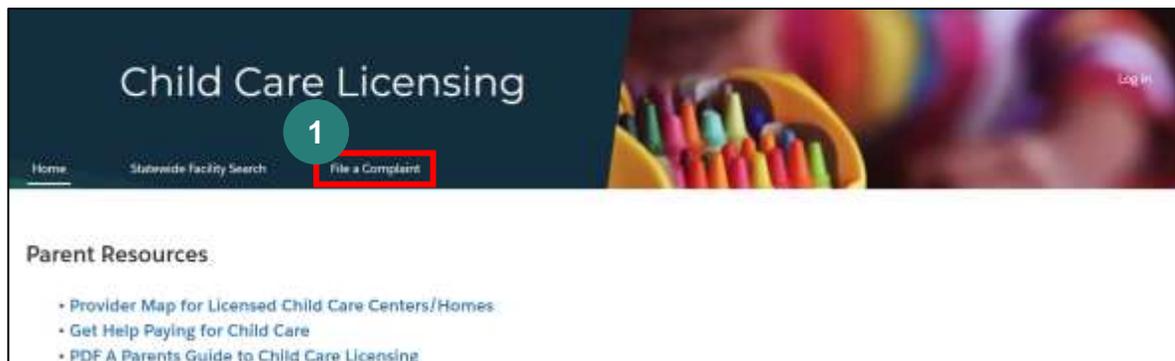
Business Role(s)

- Public

Log a Complaint in the Public Portal

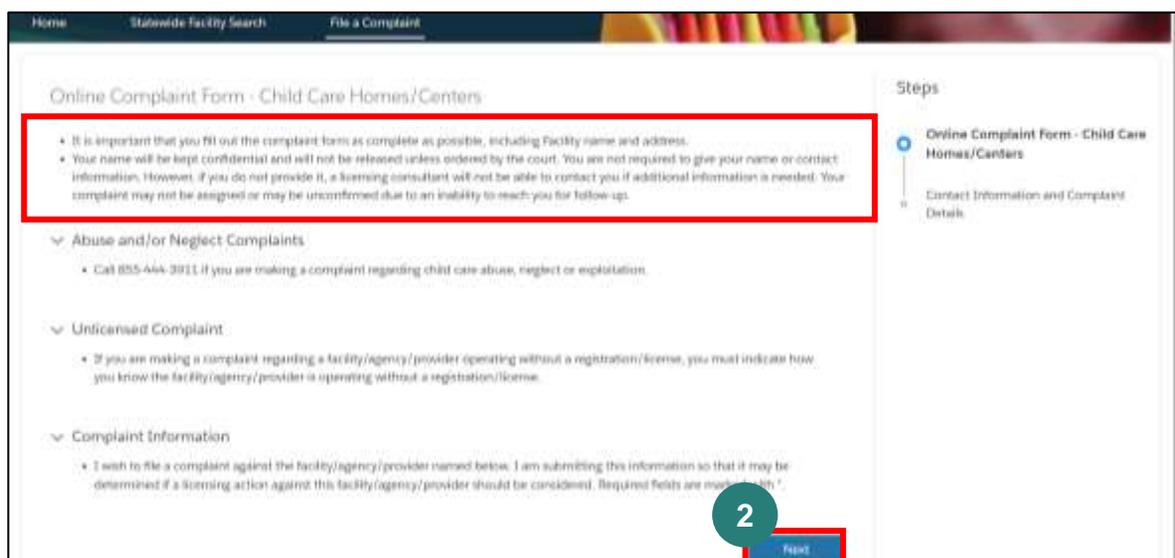
To file a public complaint about a facility (licensed or unlicensed), follow the steps below.

1. Click the **File a Complaint** tab on the **Home** page. The **File a Complaint** tab with general instructions and other information is displayed on the screen.



Note: The instructions for logging a complaint are listed here. You are not required to provide your name or contact information while logging the complaint, and if you do, it will be kept confidential unless ordered by the court. Please be aware that if you do not give your name, a Consultant will not be able to contact you for any additional information, and the complaint may not be assigned or may be unconfirmed due to an inability to reach you for follow-up.

2. Click the **Next** button to navigate to the next step.



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3. Populate all the relevant fields in the **Personal Information** section. This section allows you to add your personal details, such as name, address, city, zip code, etc.

The screenshot shows the 'Contact Information and Complaint Details' form. A red box highlights the 'Personal Information' section, which includes fields for First Name (Ashwin), Last Name (Koshy), Email Address (ashwintharian22@gmail.com), Street Address (Street No 2), City, State (Michigan), Zip Code, Your Telephone Number ((120) 384-9028), Home, and Work.

4. Next, populate all the relevant fields in the **Complaint Against** section. This section allows you to add details regarding the complaint, such as the facility name, who was involved, what happened, etc.

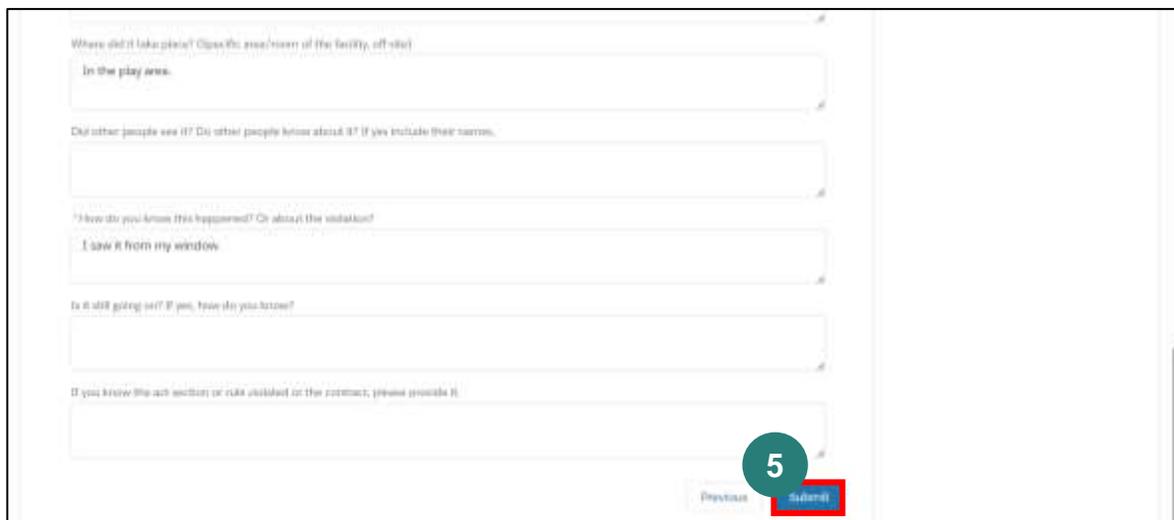
The screenshot shows the 'Complaint Against' form. A red box highlights the relevant fields, including: Select One (Child Care Home, Child Care Center), Facility/Agency/Provider Name (Provider Thera Home), Registration/License Number (if known), Street Address, City, State, Zip Code, Telephone Number, Incident Date (08-17-2023), Your Role/Relationship to the Facility/ Agency/ Provider (e.g., Parent of Child in Care, Employee, Contracted Doctor, etc.), Is this a complaint regarding a facility/agency/provider operating without a registration/license? (No), How do you know this person or organization is operating without a registration/license? (applicable, regarding each concern, be as specific as possible), and Who was involved? (If you know the names of caregivers/employees/witnesses/children involved, provide them) Kids.

Select the relevant option for the **Is this a complaint regarding a facility/agency/provider operating without registration/license?** field.

- Select **No** for a licensed facility.
- Select **Yes** for an unlicensed facility and populate how you know that facility is operating without a license.

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- Next, click the **Submit** button once you have completed entering the necessary details.



Where did it take place? (Specific area/room of the facility, off site)

In the play area.

Did other people see it? Or other people know about it? If yes include their names.

How do you know this happened? Or about the violation?

I saw it from my window.

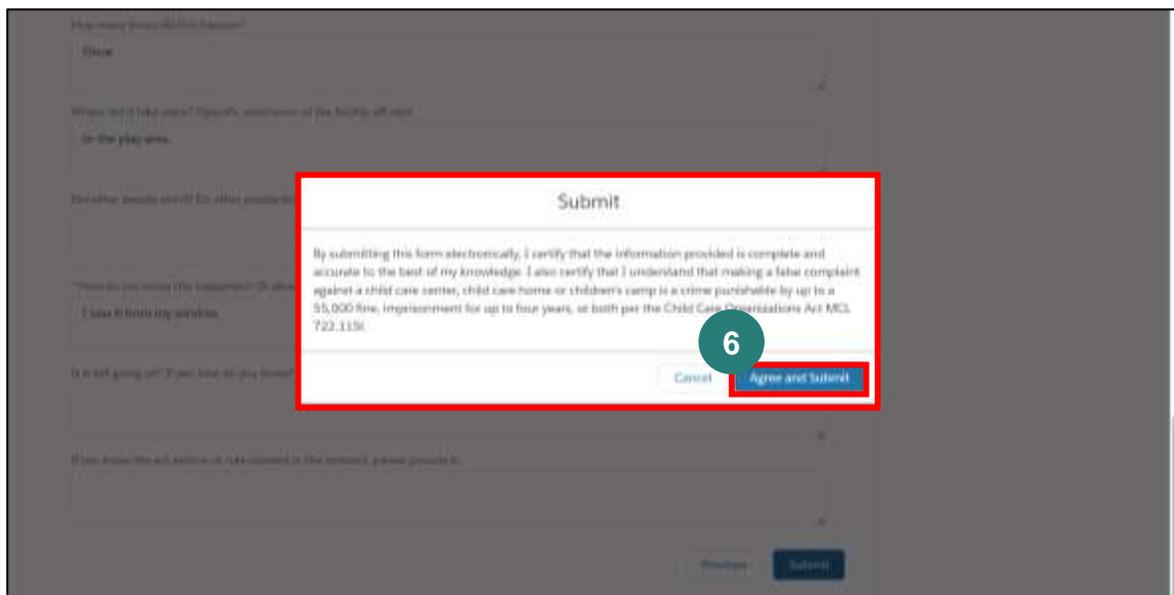
Is it still going on? If yes, how do you know?

If you know the act section or rule violated in the contract, please provide it.

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Submit

- The **Submit** pop-up window is displayed. Click the **Agree and Submit** button to submit the complaint.



Submit

By submitting this form electronically, I verify that the information provided is complete and accurate to the best of my knowledge. I also verify that I understand that making a false complaint against a child care center, child care home or children's camp is a crime punishable by up to a \$5,000 fine, imprisonment for up to four years, or both per the Child Care Organizations Act MCL 722.1159.

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Cancel Agree and Submit